Help Promote Fair, Open and Effective Public Administration
Join the Office of The Ombudsman

The Office of The Ombudsman is an independent statutory organisation with a vision to ensure that Hong Kong is served by a fair and efficient public administration. We are committed to improving public administration through independent, objective and impartial investigation into complaints of or suspected injustice caused by maladministration.

Applications are now invited for the following positions:

(a) Senior Investigation Officer
(b) Investigation Officer
(c) Assistant Investigation Officer

Roles and Responsibilities

Depending on posting arrangements, job holders of Positions (a), (b) and (c) will report to a Chief Investigation Officer and serve in an Investigation Team or the Assessment Team to carry out the following duties:

(1) To act as a Case Officer to manage the full cycle of complaint processing by handling complaints of alleged maladministration and conducting investigative work, including examining and assessing complaints, conducting inquiries/mediation, carrying out site visits/inspections, scrutinising and analysing information/evidence, interviewing informants/witnesses, preparing draft correspondence, replies and reports, announcing investigation reports, following up on the implementation of recommendations, etc.;

(2) To act as Duty Officer on a rotational basis by receiving complainants, answering enquiries, taking telephone complaints, etc.;

(3) To man the reception counter and hotline on a rotational basis (normally for Position (c));

(4) To facilitate the promotion of the work of the Office by participating in public education and publicity programmes/activities;

(5) To contribute to the Office's capacity building work/projects including knowledge management, information technology and communications systems, etc.; to provide mentoring to new recruits (normally for Position (a)); and

(6) To supervise a team of staff responsible for operating the reception counter and hotline as well as conducting initial assessments of complaints (for Position (a) only).

Entry Requirements

(1) Unquestionable integrity and conduct;
(2) A recognised degree from a Hong Kong university or equivalent;
(3) A good command of spoken and written Chinese (including conversational Putonghua) and English;
(4) Minimum post-qualification work experience gained preferably from the public sector/non-government organisations:
    Position (a): at least 10 years
    Position (b): at least 5 years
    Position (c): at least 2 years
(5) A good team player capable of delivering results independently and owning a strong sense of time management;
(6) Profound interpersonal, analytical and communication skills;
(7) Knowledge of Microsoft Office particularly Chinese and English word processing; and
(8) Possession of qualifications/experience related to investigation and/or mediation will be an advantage.

Shortlisted candidates will be required to take a written test.

Remuneration and Terms

A competitive remuneration and benefits package, which includes a basic salary plus cash allowance per month, paid annual leave, general holidays, medical and dental insurance, life and disability insurance and MPF, 5-day work week, etc., will be offered. The current levels of remuneration are:

Position (a): basic salary of around **HK$79,900** plus **HK$9,900** cash allowance per month
Position (b): basic salary of around **HK$62,800** plus **HK$3,800** cash allowance per month
Position (c): basic salary of around **HK$34,000** plus **HK$2,200** cash allowance per month

Candidates not considered immediately eligible for the positions applied for may be offered a lower-level position.

The successful candidate will be appointed on three-year contract terms. Subject to satisfactory performance, a gratuity will be payable on completion of the three-year contract, which, when added to the employer's contribution to a Mandatory Provident Fund scheme, equals 15% of the total basic salary for the contract period. Renewal of contract will be offered subject to service needs and staff performance.

Application

Application form is available on our website (http://www.ombudsman.hk). Please send your application (which should include a completed application form, a CV and a cover letter) by email to **hr@ombudsman.hk**. The closing date of application is **11 March 2024.** Applicants who do not receive a reply from the Office within two months from the closing date should regard their applications as unsuccessful. For enquiries, please email to hr@ombudsman.hk.

General Notes

*All applications will be treated in the **strictest confidence**. Personal data provided will be used strictly for recruitment and employment-related purposes. Applicants may request access to and correction of personal data collected from them. Such requests should be sent to the Chief Manager at the above email address.*

The Ombudsman is an Equal Opportunities Employer.